

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT  
SAN ANTONIO SERVICE CENTER

USAJOBS by Phone San Antonio: 210-805-2402

VACANCY ANNOUNCEMENT NO: DS-9-02-0053-KR

POSITION TITLE: MANAGEMENT ANALYST, GS-0343-09/11/12  
AGENCY: Department of Education  
OPENS: 11/04/98  
CLOSES: 11/25/98  
DUTY LOCATION: Dallas, TX  
VACANCIES: 2  
ENTRANCE SALARY: GS-9 \$32,345 to \$42,052 Per Annum  
GS-11 \$39,135 to \$50,873 Per Annum  
GS-12 \$46,903 to \$60,979 Per Annum

POSITIONS MAY BE FILLED AT EITHER GS-09, GS-11, OR GS-12

FULL PERFORMANCE LEVEL: GS-12  
POSITION REQUIRES TRAVEL UP TO 40% OF THE TIME

DUTIES: The primary focus of this position is to perform a variety of duties related to providing customer service support to postsecondary institutions in the implementation and management of the William D. Ford Federal direct Loan Program (DL Program). A Management Analyst assigned to this office has the title of Account Manager. Each account Manager is assigned a number of regional colleges and universities that participate in the DL program.

Duties include: conducting of training in the regional Training facility and on-site at postsecondary institutions; giving presentations in front of large audiences at conferences; assisting school personnel by providing technical assistance on-site and via telephone, fax, and letter; analyzing MIS and other reports to determine participating schools' success in operating DL Program; and participating in a variety of projects and initiatives in support of the DL Program and other title IV programs administered by the US Department of Education.

QUALIFICATION REQUIREMENTS:

MINIMUM QUALIFICATIONS:

GS-9 You must have at least 1 year (12 months) of specialized

experience which is equivalent to the GS-7 level in the Federal service that provided me with the ability to research and evaluate problems, develop solutions, and make sound recommendations; ability to communicate orally and in writing, skill in working with diverse groups with differing priorities; and a basic knowledge of title IV program regulations, systems, and administration; OR

2 full years (36 semester hours) of progressively higher level graduate education or master's or equivalent degree related to the position of Management Analyst.

- GS-11 You must have at least 1 year (12 months) of specialized experience which is equivalent to the GS-9 level in the Federal service that provided me with the ability to research and evaluate problems, develop solutions, and make sound recommendations; ability to communicate orally and in writing, skill in working with diverse groups with differing priorities; and a good knowledge of title IV program regulations, systems, and administration; OR

A Ph.D. or equivalent doctoral degree or 3 full years of progressively higher level graduate education leading to such a degree or LL.M. related to the position of Management Analyst.

- GS-12 You must have at least 1 year (12 months) of specialized experience which is equivalent to the GS-11 level in the Federal service that provided me with the ability to research and evaluate problems, develop solutions, and make sound recommendations; ability to communicate orally and in writing, skill in working with diverse groups with differing priorities; and an advanced knowledge of title IV program regulations, systems, and administration.

**BASIS OF RATING:** You will respond to a series of statements pertaining to your experience, unpaid experience, volunteer work, or education. The statements are based on the qualifications requirements and duties of the position. You will receive a rating based on your responses to these statements.

**HOW TO APPLY:**

You must submit responses to the statements in the Supplemental Qualifications Statement (SQS). These responses may be submitted either electronically or by requesting and completing a Form C by mail. Whether you apply by mail or electronically, you must also submit a resume (include Social Security number) or an application of your choice which supports your claims of experience and education. For positions requiring undergraduate or graduate level education, YOU MUST ALSO SUBMIT A COPY OF YOUR

COLLEGE/UNIVERSITY TRANSCRIPTS. All supporting material must be mailed to the following address:

U.S. Office of Personnel Management  
San Antonio Service Center  
8610 Broadway, Suite 305  
San Antonio, Texas 78217

SUBMITTING RESPONSES TO THE SQS AND REMITTING SUPPORTING MATERIALS:

If applying by mail, submit an original Qualifications and Availability Form C (OPM Form 1203-AW) indicating your responses to the questions in the SQS for this position to the address listed above.

If submitting your responses to the SQS electronically, use a computer and modem and follow these instructions. The OPM Control number for this position is DS0053 and the Vacancy ID Number is DS90053.

A) World Wide Web

1. Connect to the USAJOBS web site at <http://www.usajobs.opm.gov>
2. Click on "On-line Application" from the text line below the logo
3. On the "On-line Application" screen, you will be given two options. Select "Complete On-line Supplemental Qualifications Statement"
4. On the next screen, scroll down until the "Enter Control Number" box appears. Enter the Control Number listed above and click on "Submit" to begin the on-line application
5. Follow the instructions on the Supplemental Qualifications Statement questionnaire for the rest of the items

B) Federal Job Opportunities Board (FJOB) Computer Bulletin Board

1. Dial the Federal Job Opportunities Board (FJOB) at (912) 757-3100
2. Select "2" at the Main Menu for "Conferences and System Functions"
3. Select "1" at the next screen for "Conferences"
4. Enter "26" for "Applications On-Line" and press return
5. Enter "O" for OPM's Electronic Application
6. Enter the Control Number listed above
7. Enter "Y" to the question "Do you wish to complete an application now (Y/N)?"
8. Follow the instructions on the Supplemental Qualifications Statement questionnaire for the rest of the items

After completing the "On-line Application", you will know if your electronic submission through the World Wide Web has been successful when you receive a "Thank You" message stating that your on-line application for this Control Number has been received. If you applied through the FJOB Computer Bulletin Board, you will receive a message indicating that you can receive a Notice of Applicant Responses through that system's E-mail which you can then view or download. If you do not receive such messages, please try again as this indicates that your responses have not been entered into the Office of Personnel Management data bank.

PLEASE INDICATE AT THE TOP OF YOUR APPLICATION OR RESUME THAT YOU HAVE APPLIED ELECTRONICALLY.

Your application/resume and college transcripts (if applicable), must support your responses to the statements in the SQS. Failure to provide supporting documentation may result in a lower or ineligible rating. Any exaggeration or misrepresentation of your experience or education, or attempts to conceal information, is cause for not hiring you, removing you from a Federal position, or barring you from Federal employment in the future.

If you are claiming 5-point veterans' preference, you must submit a copy of your DD214 or other proof of eligibility. If you are claiming 10-point veterans' preference, you must submit a copy of your DD214, a Standard Form 15 and the required proof of entitlement.

"Note: Under a new law, the Defense Authorization Act of November 18, 1997, accords veterans' preference to anyone who served on active duty during the Gulf War from August 2, 1990 through January 2, 1992. The law grants preference to anyone who is otherwise eligible and who served on active duty during this period regardless of where the person served or for how long. The law also authorizes the Armed Forces Expeditionary Medal for service in Bosnia during Operation Joint Endeavor (November 20, 1995-December 20, 1996) and Operation Joint Guard (December 20, 1996-to be determined). The Secretary of each military department will decide which members are eligible. The award of the Armed Forces Expeditionary Medal is qualifying for veterans' preference. More information of veterans' preference is available in the Vets Guide that can found on the Internet at [www.opm.gov](http://www.opm.gov)."

#### WHERE TO OBTAIN APPLICATION FORMS:

If you plan to submit all of your application materials by mail, you may obtain a Form C and the SQS by calling the USAJOBS San

Antonio Line on (210) 805-2402, press 1 at the main menu, then press 3, then press 1 to record your request for the complete application package for Vacancy Announcement DS-9-02-0053-KR.

#### FILING DEADLINES:

FILING ELECTRONICALLY: Electronic responses to the SQS can be entered only during the open period. If you file your SQS electronically, your "COMPLETE" application package must be received by (11/25/98) in order to receive FIRST consideration for employment. "COMPLETE" application packages received after (11/25/98), but postmarked on or before (11/25/98) will be accepted, but will not be considered unless the hiring agency requests additional names. NOTE: "INCOMPLETE" PACKAGES RECEIVED OR POSTMARKED BY THE CLOSING DATE WILL NOT BE ACCEPTED AND WILL NOT BE CONSIDERED AS TIMELY FILED.

Your application package must include the following to be considered "COMPLETE":

- 1) A hard copy of your responses to the electronic supplemental questionnaire.
- 2) The Optional Application for Federal Employment (OF-612), a resume, or other written format.
- 3) Proof of Veterans' preference (if applicable)
- 4) College/University transcript (if applicable)

APPLYING BY MAIL: Your "COMPLETE" application package must be received by (11/25/98) in order to receive FIRST consideration for employment. "COMPLETE" application packages received after (11/25/98), but postmarked on or before (11/25/98) will be accepted, but will not be considered unless the hiring agency requests additional names. NOTE: "INCOMPLETE" PACKAGES, RECEIVED OR POSTMARKED BY THE CLOSING DATE, WILL NOT BE ACCEPTED AND WILL NOT BE CONSIDERED AS TIMELY FILED.

Your application package must include the following to be considered "COMPLETE":

- 1) The Optional Application for Federal Employment (OF-612), a resume, or any other written format.
- 2) Completed Form C (OPM Form 1203-AW)
- 3) Proof of Veterans' preference (if applicable)
- 4) College/University transcript (if applicable)

#### INSTRUCTIONS FOR COMPLETING FORM C:

DO NOT STAPLE, TEAR, OR PAPER CLIP THE FORM C. DO NOT SUBMIT PHOTOCOPIES OF THE FORM C. We can process this form only if you use a number 2 lead pencil, completely blacken each oval you choose, and completely erase any mistakes or stray marks. Page 1 and page 2 of the Form C requests general information about the

position, your employment availability, and personal data.  
Follow the instructions below to complete Blocks 1 - 16.

REFER TO FORM C, PAGE 1

BLOCK 1: Write Your Full Name  
BLOCK 2: Job Applying For: Management Analyst, GS-0343-09/11/12  
BLOCK 3: Enter Announcement Number: DS-9-02-0053-KR  
BLOCK 4: Enter Occupation Code: 0343B  
BLOCK 5: Enter Case Number: 90053  
BLOCK 6: Enter Lowest Grade you will accept:  
BLOCK 7: Enter Your Employment Availability  
BLOCK 7E: LEAVE BLANK  
BLOCK 8: Enter Occupational Specialty: 001  
BLOCK 9: Enter Geographic Availability: 417

REFER TO FORM C, PAGE 2

BLOCK 10: Enter Your Full Name  
BLOCK 11: Enter Your Social Security Number  
BLOCK 12: Enter Your Telephone Number and Contact Time  
BLOCK 13: Enter Your Street Address  
BLOCK 14: Enter the City You Live In  
BLOCK 15: Enter the State Code You Live In  
BLOCK 16: Enter Your Zip Code

#### CTAP & ICTAP APPLICANTS

Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. CTAP and ICTAP eligibles will be considered well qualified if they score 90 or above for this position and grade.

Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.

SUPPLEMENTAL QUALIFICATIONS STATEMENT (SQS)  
for  
Vacancy Announcement No: DS-9-02-0053-KR

REFER TO FORM C, PAGE 3.

BLOCK 17: YOU WILL BE ASKED A NUMBER OF QUESTIONS CONCERNING THE POSITION TO BE FILLED. THE ANSWERS YOU GIVE WILL BE VERIFIED AGAINST INFORMATION YOU PROVIDE IN APPLICATION FORMS, BY CHECKING REFERENCES, AND THROUGH OTHER DOCUMENTATION SUBMITTED. ANY EXAGGERATION OF YOUR EXPERIENCE OR ANY ATTEMPT TO CONCEAL INFORMATION CAN RESULT IN YOUR BEING REMOVED FROM A FEDERAL JOB AND IN BARRING YOU FROM SEEKING FEDERAL EMPLOYMENT IN THE FUTURE.

QUALIFICATION REQUIREMENTS: Question 1 pertains to the qualification requirements for this position. Darken the oval on the Form C corresponding to your response. Select only one letter for each statement.

1. From the descriptions below, select the letter corresponding to the statement that most clearly and accurately describes your basic education and experience. Select only one letter.
  - A. I have at least 1 year (12 months) of specialized experience which is equivalent to the GS-7 level in the Federal service that provided me with the ability to research and evaluate problems, develop solutions, and make sound recommendations; ability to communicate orally and in writing, skill in working with diverse groups with differing priorities; and a **basic** knowledge of title IV program regulations, systems, and administration.
  - B. I have 2 full years (36 semester hours) of progressively higher level graduate education or master's or equivalent degree related to the position of Management Analyst.
  - C. I have at least 1 year (12 months) of specialized experience which is equivalent to the GS-9 level in the Federal service that provided me with the ability to research and evaluate problems, develop solutions, and make sound recommendations; ability to communicate orally and in writing, skill in working with diverse groups with differing priorities; and a **good** knowledge of title IV program regulations, systems, and administration.
  - D. I have a Ph.D. or equivalent doctoral degree or 3 full years of progressively higher level graduate education leading to such a degree or LL.M. related to the position of Management Analyst.
  - E. I have at least 1 year (12 months) of specialized experience which is equivalent to the GS-11 level in the Federal service that provided me with the ability to research and evaluate problems, develop solutions, and

make sound recommendations; ability to communicate orally and in writing, skill in working with diverse groups with differing priorities; and an **advanced** knowledge of title IV program regulations, systems, and administration.

- F. I have a combination of graduate education and specialized experience. (To meet this requirement, you must have completed **more than** one full year of graduate education in a field directly related to the work of a Management Analyst, and you must have specialized experience working as a Management Analyst at the GS-7 or higher level in Federal service. The combination of education beyond the 1st year in graduate school and specialized experience must equal **at least on full year** to qualify).
- G. I do not have specialized experience or education as described above, but I believe I can perform the duties of this position.

SPECIALIZED EXPERIENCE: Experience which demonstrates knowledge and abilities to perform the duties of this position. From the choices below (A - E), choose ONE that best describes your experience and/or training for statements 2 - 25. Darken the oval on the Form C corresponding to your response. Select only one letter for each statement.

- A. No experience or education.
- B. Education/training only.
- C. Occasionally perform task under close supervision.
- D. Frequently and independently perform task.
- E. Major part of my job, and my supervisor considers me an expert in performing this task.

IF YOU CHOOSE E, PROVIDE THE NAME AND TELEPHONE NUMBER OF A SUPERVISOR THAT CAN VERIFY YOUR EXPERTISE.

NOTE: YOU MUST PROVIDE A WRITTEN DESCRIPTION OR CITE EXAMPLES ON YOUR APPLICATION/RESUME OF SPECIFIC PROJECTS OR EXPERIENCE(S) WHERE YOU PERFORMED THE TASKS DESCRIBED IN THE FOLLOWING STATEMENTS.

- 2. Develop plans for conducting Student Financial Assistance Program (SFAP studies).
- 3. Develop plans for management control measures.
- 4. Evaluate the effectiveness of existing practices, procedures, reports, policies, and directives.
- 5. Examine overall program issues, researching and recommending



new techniques or approaches to accomplish goals.

6. Conduct analysis of data acquired from multiple student financial assistance data systems.
7. Conduct research basic to the advancement of sound management principles and program administration.
8. Recommend appropriate action on the basis of research and analysis and promotes, implements, and/or follows up on new concepts, equipment, techniques, or computer systems and software.
9. Develop and implement data analysis systems.
10. Develop and implement management information systems.
11. Develop and implement tracking and progress reporting systems.
12. Conduct management studies/surveys for purposes of streamlining processes, achieving greater economy and efficiency, improving program operation and to determine compliance with agency regulations, procedures, sound management practices, and effective utilization of staff.
13. Assist in determining the standards, data, and requirements needed to facilitate program planning and management.
14. Assure validity and timeliness of data.
15. Review reports and findings to analyze progress and status of program objectives.
16. Identify data required for use in the management and direction of programs.
17. Analyze and evaluate (on a quantitative or qualitative basis) the effectiveness of line program operations in meeting established goals and objectives.
18. Perform management surveys to determine compliance with agency regulations, procedures, sound management practices, and effective utilization of staff.
19. Present information and recommendations to management and others orally.
20. Present information and recommendations to management and others in writing.

21. Conduct training to groups and individuals.
22. Develop procedures and systems for establishing, operating, and assessing the effectiveness of administrative control systems such as those designed to prevent waste, loss, unauthorized use, or misappropriation of assets.
23. Work as a team member.
24. Work as a team member on projects which involve or impact several groups within the organization.
25. Coordinate activities between groups to meet organizations goals.

The following statements further describe desirable qualifications associated with this position. Please select either "A" for YES or "B" for NO. Darken the oval on the Form C corresponding to your response. Select only one letter.

26. I have held a position that required a knowledge of Title IV.
27. I have held a position that required extensive program and systems knowledge.
28. I have held a position that required a knowledge of student aid programs.

REFER TO FORM C, PAGE 3

BLOCK 18: LEAVE BLANK  
BLOCK 19: LEAVE BLANK  
BLOCK 20: ENTER DATE OF BIRTH  
BLOCK 21: LEAVE BLANK  
BLOCK 22: LEAVE BLANK

REFER TO FORM C, PAGE 4

BLOCK 23: Darken the oval that corresponds with your current veterans status. (For 10-points preference you must submit a completed SF-15.)

BLOCK 24: Answer questions 1-4. If you answer yes to questions 2,3, or 4, please provide an explanation on a separate sheet of paper.

BLOCK 25: Enter military service dates (if applicable)

BLOCK 26: Read the Privacy Act statement and block 26, then sign and date the Form C.

WARNING! Your answers to the questions on the Form C will be verified against the information you provide in your application/resume. If your application/resume does not corroborate your background, education and experience, your overall score will be adjusted accordingly, which could result in your being rated ineligible for this position.

**\*IMPORTANT\*** Please take a minute to carefully review your entire Form C prior to submission to ensure all of the sections have been completed according to the instructions on this questionnaire. Failure to correctly or completely fill-in your Form C could result in your being rated ineligible for this position.

THE FEDERAL GOVERNMENT IS AN EQUAL OPPORTUNITY EMPLOYER  
WE APPRECIATE YOUR INTEREST IN FEDERAL EMPLOYMENT